

MANAGED CARE PROVIDER TIPS

Please ensure managed care educational materials are available in your office. Poster, cards and brochures are available by calling the provider help-line at 1-800-480-6823.

Make use of the provider help-line for any Medicaid Managed Care related questions.

Remember you must have 24-hour coverage for your clients, even when you go on vacation.

Neither client nor help-line staff has access to information on Medicaid claims. Please contact Consultec at 1-800-624-3958.

Let the PASSPORT program know when you have changes to your practice.

Refer to the client help-line at 1-800-362-8312 for client education.

Encourage healthy living/promote well-child checks. (Your monthly enrollee list shows who is due for a well-child screen.)

If you see someone else's PASSPORT client on a regular basis, you might talk to the client about changing to you.

When you refer a PASSPORT client for care to another provider, please check to see if that provider accepts Medicaid.

Do not "piggy back" referrals. If a client is referred to you by their PASSPORT provider, you cannot refer them on to someone else without the PASSPORT provider's authorization.

Make use of "fax back" by calling 1-800-714-0075 for eligibility information. For more information call 1-800-480-6823

Watch the Provider Newsletter for updates to the Medicaid Managed Care Program.

Always ask to see a client's Medicaid card for each and every visit!



MONTANA MEDICAID MANAGED CARE as of January 2000

Number of PASSPORT clients . . .	43,996
Number of PASSPORT providers . .	785
Number of clients pending	369
Counties Active in PASSPORT . . .	52
Number of HMO enrollees	2,032
Counties with a Medicaid HMO	2

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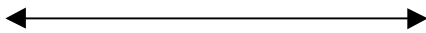
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*Please share this newsletter with your
office and billing staff.*

Provider Enrollee Lists

We provide you with an enrollee list at the first of every month. If you do not receive your enrollee list, please call us at 1-800-480-6823 and we will give you the information you need, either over-the-phone, by fax or mail.

If you would like us to send the list to a specific person, just let us know. If you would like to see additional information on this list let us know. We will try to accommodate your request!

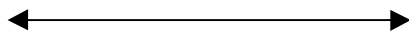


**Please notify us whenever you make
the following changes**

- Add a partner
- Provider leaves practice
- Change of address
- Change in Medicaid ID Number
- Want to make a change in PASSPORT caseload
- Change name of practice

Please notify us of these changes in writing. Also, we encourage you to call us as soon as you are aware that a change will be taking place. The Provider Help-Line Number is 1-800-480-6823.

Thank you!



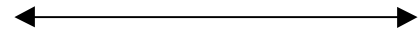
IMPORTANT PHONE NUMBERS

Consultec	1-800-624-3958
Transportation	1-800-292-7114
DPHHS	1-406-444-4540
Mtn-Pacific Quality Health Foundation	1-800-262-1545

ASTHMA QUESTIONNAIRE

The Department of Public Health and Human Services has developed a questionnaire for all Health Care Providers that will assist the Department in determining the nature and magnitude of asthma in Montana, particularly in children. Results of the questionnaires will be used to develop appropriate and effective methods for providing asthma-related information to health care providers, schools, day care providers, asthmatics and parents of asthmatic children.

The questionnaire will be mailed in January. Please take a few minutes to complete and return the questionnaire. Your assistance in this effort will be greatly appreciated!



For Your Information...

There are two Medicaid Managed Care Help-lines with different functions.

- The Provider Help-line is **1-800-480-6823** and is dedicated to calls from providers only.
- The Client Help-line is **1-800-362-8312**. This line is for clients and other general Medicaid calls. This number rings to several different lines, so there should not be a problem getting through.

If you have any questions, comments or suggestions on how the help-line works or the service we provide, please give us a call. You can send suggestions to:

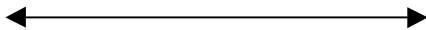
MAXIMUS
Montana Health Choices
PO Box 254

Helena, MT 59624-0254
Or FAX them to: 406-442-2328.

MEPS=<http://vhsp.dphhs.state.us>

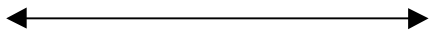
PROVIDER VISITS

We are on the road again! Montana Health Choices staff will be making visits to providers participating in the Medicaid Managed Care Programs. This is a great opportunity for providers and office staff to learn more about Managed Care and Montana Health Choices. We are happy to visit your office and talk about our program. Please call the provider help-line at **1-800-480-6823** to schedule an appointment. We will be in the Great Falls area the second week of February, 2000.



NOTICE

Please notify our office if there is a change of information on your mailing label. Contact the Provider Help-line at 1-800-480-6823.



CHECKING A MEDICAID CLIENT'S ELIGIBILITY

Use one of the following methods:

VOICE RESPONSE.....1-800-714-0060
FAX BACK.....1-800-714-
0075
CONSULTEC PROVIDER
RELATIONS.....1-800-624-
3958



HOW CAN I DISENROLL A PASSPORT PATIENT FROM MY CASELOAD?

There are certain situations in which it is appropriate to request a patient be disenrolled from your case load. You may request to disenroll a PASSPORT enrollee if:

- The provider-patient relationship is mutually unacceptable.
- The patient fails to follow prescribed medical treatment.
- The patient is abusive, or
- The patient could be better treated by a different type of provider, and a referral process is not feasible.

Providers should allow 30 days notice to MAXIMUS to disenroll a patient.

There may also be situations in which a recipient has moved out of the community and has not yet changed to another provider. You may request to have these patients disenrolled.

If you have questions about how to disenroll a patient or any other related questions, please call the Managed Care Provider Help-line at 1-800-480-6823.



ESSENTIAL FOR EMPLOYMENT

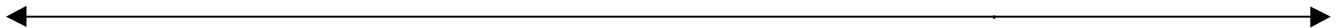
Medicaid may cover services excluded under BASIC Medicaid if it is essential to obtaining employment. The client must present a signed Essential for Employment form for each service requested. The form will be completed by staff at the County Office of Public Assistance, FAIM recipient and health care provider. This form is then sent to the Department of Public Health & Human Services for authorization. Please see the example shown in the yellow Montana Medicaid General Provider Handbook, Section XIII-9.



Staff changes at DPHHS

There are several changes in the Medicaid Services Bureau. They are as follows::

Michelle Gillespie	Optometric/Eyeglass Physical Therapy Occupational Therapy Speech Therapy School-based Services
Duane Preshinger	Dental/EPSTD
Anita Quenemoen	Managed Care Contract Officer
Jackie Thiel	Quality Assurance



RECOGNIZING TWO PROVIDERS:



“Dr. Shields (of Missoula) is the greatest doctor.”

~ comment received from a Medicaid Client

“Dr. Marci Barker and her staff have helped extremely well and are always helpful and go out of their way to explain or help.”

~ comment received from a Medicaid Client

